

EXAMINER'S AMENDMENT

An examiner's amendment to the record appears below. Should the changes and/or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such an amendment, it **MUST** be submitted no later than the payment of the issue fee.

Authorization for this examiner's amendment was given in a telephone interview with Paul Bobowiec on (47,431).

The application has been amended as follows:

1. (CURRENTLY AMENDED) A multi-channel processing control device comprising:

a memory;

a processor;

a process request determination unit accepting a plurality of process requests from plurality of channels as communication between a user and call center, and determining whether any of the plurality of process requests from the plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on both a determined channel class of a plurality of channel classes that generates said process requests and based on services in a determined queue category of a plurality

of queue categories; wherein the plurality of channel classes including an operator terminal channel class, a Web agent channel, an e-mail agent channel class, a Customer Relationship Management (CRM) agent channel class, a supervisor channel class, and a segment analysis channel class, and the plurality of queue categories including an effective callback queue category, a no answer callback queue category, a follow-up call queue category, a campaign queue category, a web forwarding, an e-mail forwarding queue category, and an e-mail transmission queue category;

a non-real-time processing administrating unit changing processing requests among processing requests determined to be the non-real-time processing requests to the real-time processing requests when data relating to clients as processing objects is predetermined client data, and for administrating other non-real-time processing requests with priority levels therefore;

a real-time processing allocation unit allocating process requests determined to be real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process; and

a non-real-time processing allocation unit allocating non-real-time processes administrated by said non-real-time processing administrating unit to any of the processing terminals, said allocation performed with consideration given to the priority level and to suitability of the terminal for handling the process.

Claim 3. (Cancelled).

2. (CURRENTLY AMENDED) A multi-channel processing control method comprising:

accepting a plurality of process requests by a server from a plurality of channels as communication means between a user and call center, and determining whether any of the plurality of process requests from the plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on both determined channel class of a plurality of channel classes that generates said process requests and based on services in a determined queue category of a plurality of queue categories; wherein the plurality of channel classes including an operator terminal channel class, a Web agent channel, an e-mail agent channel class, a Customer Relationship Management (CRM) agent channel class, a supervisor channel class, and a segment analysis channel class, and the plurality of queue categories including an effective callback queue category, a no answer callback queue category, a follow-up call queue category, a campaign queue category, a web forwarding, an e-mail forwarding queue category, and an e-mail transmission queue category;

changing processing requests among processing requests determined to be the non- real-time processing requests to the real-time processing requests when data relating to clients as processing objects is predetermined client data, and for administrating other non-real-time processing requests with priority levels therefore;
[[and]]

allocating those real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process; and

allocating a non-real-time process request currently being administrated to a most appropriate processing terminal, based on the priority level of the request and suitability of available processing terminals capable of processing said non-real-time process request.

8. (CURRENTLY AMENDED) A computer-readable storage medium on which is recorded a computer program for a multi-channel control method capable of being executed by a computer, the method comprising:

accepting a plurality of process requests from a plurality of channels as communication means between a user and call center;

determining whether any of a plurality of process requests generated from a plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based on both a determined channel class of a plurality of channel classes that generates said process requests and based on services in a determined queue category of a plurality of queue categories; wherein the plurality of channel classes including an operator terminal channel class, a Web agent channel, an e-mail agent channel class, a Customer Relationship Management (CRM) agent channel class, a supervisor channel class, and a segment analysis channel class, and the plurality of

queue categories including an effective callback queue category, a no answer callback queue category, a follow-up call queue category, a campaign queue category, a web forwarding, an e-mail forwarding queue category, and an e-mail transmission queue category;

allocating those real-time process requests to processing terminals that are currently available among a plurality of processing terminals connected to a plurality of channels capable of a real-time process; and

allocating a non-real-time process request currently being administrated to a most appropriate processing terminal, based on the priority level of the request and suitability of available processing terminals capable of processing said non-real-time process request.

administrating said non-real-time process request as well as a priority level therefor.

9. (CURRENTLY AMENDED) A computer network capable of transmitting a computer program for a multi-channel control method, the computer network comprising:

a plurality of processing terminals;

a dispatcher determining whether any of a plurality of process requests generated from a plurality of channels are real-time process requests needing processing in real-time, or non-real-time process requests not needing processing in real-time, the determining based both a determined channel class of a plurality of

channel classes that generates said process requests and based on services in a determined queue category of a plurality of queue categories and allocating those real-time process requests to processing terminals that are currently available among the plurality of processing terminals connected to a plurality of channels capable of a real-time process; [[and]]

wherein the plurality of channel classes including an operator terminal channel class, a Web agent channel, an e-mail agent channel class, a Customer Relationship Management (CRM) agent channel class, a supervisor channel class, and a segment analysis channel class, and the plurality of queue categories including an effective callback queue category, a no answer callback queue category, a follow-up call queue category, a campaign queue category, a web forwarding, an e-mail forwarding queue category, and an e-mail transmission queue category;

a non-real-time processing allocation unit allocating non-real-time processes administrated by said non-real-time processing administrating unit to any of the processing terminals, said allocation performed with consideration given to the priority level and to suitability of the terminal for handling the process;

a non-real-time processing administrating unit changing processing requests among processing requests determined to be the non-real-time processing requests to the real-time processing requests when data relating to clients as processing objects is predetermined client data, and for administrating other non-real-time processing requests with priority levels therefore;

[[a queue manager administrating said non-real-time process request as well as a priority level therefor]].

Claims 16-20 (Cancelled).

Reasons for Allowance

The following is an examiner's statement of reasons for allowance:

The prior art of record failed to teach the claimed invention in claims 1-2,8-9. For example it fails to teach determining the processing requests are real time or non-real time based on both a determined channel class of a plurality of channel classes that generates said process requests and based on services in a determined queue category of a plurality of queue categories; wherein the plurality of channel classes including an operator terminal channel class, a Web agent channel, an e-mail agent channel class, a Customer Relationship Management (CRM) agent channel class, a supervisor channel class, and a segment analysis channel class, and the plurality of queue categories including an effective callback queue category, a no answer callback queue category, a follow-up call queue category, a campaign queue category, a web forwarding, an e-mail forwarding queue category, and an e-mail transmission queue category; changing processing requests among processing requests determined to be the non-real-time processing requests to the real-time processing requests when data relating to clients as processing objects is predetermined client data, and for administrating other non-real-time processing requests with priority levels therefore.

The above limitations in combination with other limitations in claims 1,2,8,9 enable claims' allowable.

Any comments considered necessary by applicant must be submitted no later than the payment of the issue fee and, to avoid processing delays, should preferably accompany the issue fee. Such submissions should be clearly labeled "Comments on Statement of Reasons for Allowance."

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to DUYEN DOAN whose telephone number is (571)272-4226. The examiner can normally be reached on M-F 9:00-5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Follansbee can be reached on 571 272 3964. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

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